

CONSUMER COMPLAINT INFORMATION FOR 2007

Commissioner Rob Braswell has authorized, pursuant to O.C.G.A 7-1-70(d), the release of general information regarding the types of written consumer complaints received by the Department of Banking and Finance in 2007. These complaints are handled primarily by the Department's Legal and Consumer Affairs Division. The numbers reflected below show the total number of written complaints and the primary issue raised in the complaint. Only issues raised in written complaints are listed. Simple inquiries are not included. In addition to the general information contained in this release, information about the number of complaints filed on specific mortgage licensees (posted on August 1st for the prior year) can be found on the Department's website at http://dbf.georgia.gov/00/channel_title/0,2094,43414745_46389302,00.html. Go to the following page on the Department's website to learn how to file a consumer complaint or inquiry with the Department: http://dbf.georgia.gov/00/article/0,2086,43414745_97770458_67823584,00.html.

Complaints Concerning Banks and Credit Unions

	<i>Number of Complaints</i>	<i>% of Total</i>	<i>Primary Issues</i>	<i>#</i>
Credit Card Complaints	61	4.20	Primarily fees and processing	61
Commercial Banks	456	31.43	Referred to Other Bank Regulators	102
			Deposit Related	101
			Other	42
			Fees Charged	42
			Processing	39
			Non-Mortgage Loan	35
			Mortgage Loan	15
			Fraud	13
			Trust Account	8
			Insurance - Not Credit Life	8
			Release of Lien	6
			Privacy	6
			Interest, Payment Allocation	5
			Refund	5
			Advertisement	4
			Foreclosure	4
			Not Covered by GRMA	3
			Escrow Problem	3
			Payoff Balance	3
			Rate of Interest	3
			Credit Bureau Problem	3
			Discrimination	2
			Creditor (Not Lender)	2
			Closing	1
			Appraisal	1
Credit Unions	36	2.48	Deposit Related	14
			Processing	5
			Non-Mortgage Loan	4
			Credit Bureau Problem	3
			Referred to Other Credit Union Regulators	3
			Insurance - Not Credit Life	2
			Payoff Balance	1
			Release of Lien	1
			Creditor (Not Lender)	1
			Fraud	1
			Other	1

Complaints Concerning Mortgage Licensees

Number of Complaints			Primary Issues		#
Brokers	94	6.48	Not Covered by GRMA		18
			Fraud		14
			Processing		9
			Referred to Other Agency		8
			Appraisal		7
			Creditor (Not Lender)		7
			Misrepresentation		5
			Fees Charged		5
			Closing		5
			Refund		3
			Rate of Interest		3
			Foreclosure		2
			Other		2
			Advertisement		2
			Escrow Problem		1
			Insurance - Not Credit Life		1
			Credit Bureau Problem		1
			Prepayment Penalty		1
Lenders	303	20.88	Processing		74
			Foreclosure		37
			Not Covered by GRMA		27
			Referred to Other Agency		24
			Fraud		17
			Appraisal		14
			Insurance - Not Credit Life		14
			Rate of Interest		11
			Escrow Problem		9
			Failure to Fund		8
			Other		8
			Payoff Balance		7
			Advertisement		7
			Interest, Payment Allocation		6
			Refund		5
			Closing		5
			Creditor (Not Lender)		5
			Fees Charged		4
			Misrepresentation		4
			Disclosures		4
			Credit Bureau Problem		3
			Release of Lien		2
			Credit Life Insurance		1
			Recommend Default (HL)		1
			Discrimination		1
			Privacy		1
			Payment Ability - No Regard		1
			Prepayment Penalty		1
			Mortgage Loan		1
			Lender Transfer		1

Complaints concerning other entities. Other entities include Mortgage Notificants* and Registrants. Also includes unlicensed Mortgage Lenders and Brokers, Check Cashers, Check Sellers, and others.**

	Number of Complaints	% of Total	Primary Issues	#
Other Entities	501	34.53	Referred to Other Agency	158
			Processing	46
			Foreclosure	44
			Not Covered by GRMA	36
			Mortgage Loan	30
			Fraud	28
			Other	24
			Insurance - Not Credit Life	15
			Fees Charged	13
			Deposit Related	12
			Refund	10
			Appraisal	10
			Escrow Problem	9
			Non-Mortgage Loan	8
			Creditor (Not Lender)	6
			Credit Bureau Problem	6
			Payoff Balance	6
			Credit Card	5
			Release of Lien	5
			Advertisement	4
			Disclosures	4
			Prepayment Penalty	3
			Rate of Interest	3
			Interest, Payment Allocation	3
			Closing	2
			Lender Transfer	2
			Misrepresentation	2
			Privacy	1
			Failure to Fund	1
			Payoff (HL)	1
			Trust Account	1
			Balloon Payment	1
			Excessive Fees, Rates, Costs	1
			Payment Ability - No Regard	1

Total Complaints : 1,451

* **Mortgage Notificant = A wholly owned subsidiary of a bank or credit union. OCGA 7-1-1001(2)**

** **Mortgage Registrant = A wholly owned subsidiary of a bank holding company. OCGA 7-1-1001(2.1)**